**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** INFOdesk Administrative Assistant, Trent University Durham

**Job Number:** SO-418

**NOC:** 1241

**Band:** 4

**Department:** Trent University Durham

**Supervisor Title:** Manager of Academic Programs and Campus Operations

**Last Reviewed:** January 30, 2018

**Job Purpose**

Under the supervision of the Manager of Academic Programs and Campus Operations, the INFOdesk Administrative Assistant is part of the team that is responsible for support to the Head, the Manager of Academic Programs and Campus Operations and to students, faculty and staff on Trent University’s Durham campus. Responsible for assisting students, staff and the general public with general and program-specific inquiries relating to university programs, registration and student services. Provides efficient routine functioning of the Trent University Durham INFOdesk. Facilities training for, and day to day supervision of, INFOdesk student staff assistants.

**Key Activities**

1. Provides administrative support for the Head, Trent University Durham and the Manager of Academic Programs and Campus Operations
2. Responds accurately to inquiries from students, faculty, staff and the general public with knowledge and accuracy about University programs, events, policies, regulations and services.
3. Assesses a students’ needs and refers to appropriate campus or community resources.
4. Assists students with application and registration procedures, and form requests on myTrent.
5. Facilitates job postings, hiring, and scheduling of student employees.
6. Responsible for developing the ongoing INFOdesk assistant training program and supervising the day to day operations of the INFOdesk.
7. Coordinates the logistics and staff coverage for one-time space bookings and externally booked campus event rentals and processes payment for Security coverage for external bookings.
8. Maintains room assignment lists.
9. Keeps track of supplies, ordering and picking up supplies when needed; monitors and maintains photocopier and consumables.
10. Receives, sorts, prepares and ships internal and external mail and deliveries, accurately and with confidentiality.
11. Initial contact for students, faculty and staff regarding facility and custodial issues.
12. Maintains bulletin boards and approves signage for Trent Campus including club and community events.
13. Responds to incoming inquiries and requests to book appointments for the Student Affairs team. Assists in maintaining Student Affairs staff appointment calendars.
14. Provides administrative support to Financial Aid such as managing appointment schedules, verifying student identification, resetting OSAP passwords, and providing OSAP and Financial Aid information to students.
15. Processes tuition and other payments for Trent Durham students.
16. Distributes parking permits and maintains records of pass holders for Campus Security and the Manager of Academic Programs and Campus Operations.
17. Assists Campus Card office by taking photos of Trent Durham students, verifying student enrolment status, keeping records of photo information and distributing cards and card replacement.
18. Prints and files Trent Durham student bus passes.
19. Provides reception duties for all deliveries and service providers for the campus including those for facility management, food service contractors, etc.
20. Involved in occasional information sessions and events outside normal working hours.
21. Fulfills the duties of the Operations Administrator during short-term absences.
22. Other duties as assigned.

**Education**

General University Degree (3 year).

**Experience Required**

* One year of directly-related experience working in a key role in a busy higher education environment, or similar.
* Superior interpersonal, communication and customer service skills required.
* Strong desire to be a part of a collaborative, team-centred workplace.
* Demonstrated training and supervision experience.
* Superior organization skills and the ability to establish priorities, particularly during periods of heavy workload.
* Demonstrated ability to work independently or as a member of a team, required.
* Experience in word processing and the use of on-line computer systems and databases.
* Demonstrated ability to be discreet and to maintain confidentiality.
* Enthusiasm for assisting students and promoting a friendly customer service experience at the INFOdesk.